POSITION DESCRIPTION OSER-DMRS-11 (Rev. 03-06) 1. Position No. 2. Cert / Reclass Request No. 3. Agency No. 437 State of Wisconsin 309799 16-0042 Office of State Employment Relations 5. DEPARTMENT, UNIT, WORK ADDRESS 4. NAME OF EMPLOYEE Department of Children and Families 6. CLASSIFICATION TITLE OF POSITION **Division of Management Services** MANAGEMENT INFORMATION MANAGER Bureau of Information Technology Services 201 East Washington Ave, Madison WI 53703 8. NAME AND CLASS OF FORMER INCUMBENT 7. CLASS TITLE OPTION (to be filled out by Personnel Office) 9. AGENCY WORKING TITLE OF POSITION 10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Assistant Bureau Director (Chief Application Officer) 12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE 11. NAME AND CLASS OF FIRST-LINE SUPERVISOR PERFORMED THE WORK DESCRIBED BELOW? Steve McDowell CIO/IT Director 13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? YES NO IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DMRS-84). 14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION: SEE ATTACHED 15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION -- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance. - - WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal. -- TIME %: Include for goals and major worker activities. TIME % **GOALS AND WORKER ACTIVITIES** (Continue on attached sheets) SEE ATTACHED 16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general. b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.) Signature of first-line supervisor _ 17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. (Please initial and date attachments.) Signature of employee _ 18. Signature of Personnel Manager _ Date _

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☐ DEPARTMENT

☐ CERT REQUEST COPY

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POSITION SUMMARY

Under the general direction of the BITS Bureau Director, this position serves as an Assistant Bureau Director over all the BITS Application Development sections and is responsible for providing direction and leadership to the day to day Development and Operations for the Department of Children and Families. This position is responsible for supervising the functions and programs of the Child Welfare, Family Support/Enterprise and KIDS section. This position provides leadership to bring cohesion and a single vision to BITS via strong partnerships with application development, business intelligence and technical services. This position also provides leadership in establishing and implementing industry standard ITIL processes appropriate for DCF. This position directs the implementation and monitoring of IT metrics to evaluate the effectiveness of applications developed: directs the implementation and monitoring of service level agreements to meet customer expectations. This position develops high performance IT application development teams, ensuring optimal effectiveness of IT staff and resources, including facilities; creates efficiencies by standardizing where possible throughout the development sections in BITS; aligns the technology resources with departmental needs and establishes and promotes a culture of continuous improvement. This position also serves as the backup to the CIO and represents the Bureau as requested or needed.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

TIME % GOALS AND WORKER ACTIVITIES

- 50% A. Management of Application Development
 - A1. Provide leadership and assistance to the DCF Application Development Section Chiefs related to policies, procedures, vendor practices, and technical developments impacting the department.
 - A2. Align application development services and resources to meet the needs of the department's strategic goals and IT specific projects.
 - A3. Establish priorities for the DCF application development sections within the context of the department's strategic plans.
 - A4. Develop and direct a system of enterprise resource management, administrative and programmatic performance indicators, standards, and controls to enable staff to function productively and provide high quality custom designed and delivered applications to DCF.
 - A5. Direct the development and use of application development management tools, procedures and standards, including office systems, development standards, development tools, documentation standards, systems development methodology, project management methodologies, cost estimation methodologies and techniques, billing systems, scheduling systems, problem tracking systems, etc.
 - A6. Promote and track process improvement in the delivery of IT services.
 - A7. Direct and develop Service Level Agreements processes for IT to ensure customer satisfaction.
- 30% B. Manage and supervise application development staff.
 - B1. Partner with the Human Resources bureau to develop effective and consistent processes to hire quality IT employees as part of the BITS goal to create an agile workforce.

- B2. Approve position allocations/assignments within application development to ensure appropriate and effective allocation of staff resources.
- B3. Review employee compensation for hiring, reclassification, discretionary merit, etc. to ensure consistent practices and equitable pay across the application development sections and within the state. Participate in compensation research as necessary to maintain competitiveness in the marketplace.
- B4. Provide leadership, management and oversight of the use of outside contractors.
- B5. Oversee workforce planning efforts and initiatives.
- B6. Establish goals and objectives for each application section, monitor progress against plans, review employee performance, provide feedback on performance, counsel employees, take disciplinary action, acknowledge or provide formal recognition for good performance, and resolve grievances as needed.
- B7. Implement and provide information about affirmative action policies and procedures to staff, concerning AA/EEO goals, harassment and discrimination policies and training advancement.
- B8. Identify and provide training for staff development.
- B9. Develop and implement development plan for each manager to assist in their professional growth.
- B10. Direct the development and implementation of plans to effectively provide administrative support services for the bureau.
- 10% D. Responsible for continuity management for IT infrastructure.
 - D1. Ensure that the agency's operational applications are adequately resourced to provide a stable IT environment and appropriate disaster recovery plans and services.
 - D2. Oversee development of application COOP/COG and other plans for DCF IT applications.
 - D3. Identify risks, recovery options, and strategies for DCF applications.
- 10% E. Liaison functions and miscellaneous management activities.
 - E1. Act as a backup for the CIO as required or directed.
 - E2. Represent the DCF portfolio of applications with the DET in developing state standards for system support, enterprise solutions, etc.
 - E3. Align strategies between Application Development, Business Intelligence and Technical Services to provide cohesive product delivery to customers.
 - E4. Lead special projects as assigned.
 - E5. Serve on agency and/or statewide committees as a representative of the bureau, division, and/or department as requested.

KNOWLEDGE, SKILLS AND ABILITIES

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Effective leadership skills.
Extensive knowledge of enterprise resource management techniques.
3. Extensive knowledge of infrastructure planning and operations, design,
and deployment, as well as system life cycle management.
4. Knowledge of techniques for developing and evaluating performance
indicators.
Outstanding skill in managing customer relationships.
Knowledge of systems development methodologies.
7. Strong knowledge of project management methodologies.
Knowledge of cost estimation methodologies and techniques.
Knowledge of Continuity of Operations Planning related to disaster
recovery planning.
10. Knowledge of ITIL.
11. Knowledge of billing systems.
12. Knowledge of biennial and annual budget development techniques.
13. Knowledge of project budget development techniques.
14. Knowledge of contract development, execution and monitoring.
15. Excellent analytical and problem solving skills.
16. Knowledge of financial and procurement control systems.
17. Ability to monitor budgets effectively.
18. Supervisory skills.
19. Ability to delegate work effectively.
20. Knowledge of techniques for monitoring and evaluating job performance.
21. Effective oral communication skills.
22. Effective written communication skills.
23. Ability to recruit and hire staff effectively.
24. Ability to respond effectively to training needs assessment to maximize
staff productivity.
25. Ability to evaluate the effectiveness of organizational structures.
26. Ability to evaluate and implement effective IT metrics.
27. Ability to prioritize projects and tasks to meet business goals.
28. Knowledge of current trends in technology.
29. Knowledge of asset management techniques.
30. Ability to facilitate partnerships among entities with differing goals and
perspectives.
31. Knowledge of IT infrastructure development techniques.
32. Knowledge of workload planning and organization for a complex
organization.